Title: Providing Language Services to Limited English Proficient (LEP) Customers

Number: 0022

Responsible Division: Executive Programs, Equal Opportunity Office

Applies To: All ESD programs and services

Supersedes: Policy 0022, Providing Language Services to Limited English Proficiency Customers dated 08/07/2013

Authorizing Source: Title VI of the Civil Rights Act of 1964, as amended

Resources: ESD Language Access Plan

Bargained Date: 

Effective Date: 2/1/2021  Review Due: 2/1/2023

Policy

A. The Employment Security Department (ESD) will take reasonable steps to ensure meaningful access to LEP customers, so they are effectively informed about and/or able to participate in all programs, services, and activities.

- The ESD Language Access Plan describes how ESD will provide meaningful access to LEP customers.
- ESD will provide oral and written language services to individuals with LEP when communicating about department programs and services, using dual language staff, telephonic interpretation services, in-person interpreters, and translation of vital information.
- ESD will inform customers that language services will be provided free of charge.
- Each office serving the public will maintain a resource list of LEP language services.

B. Programs or service sites will determine the extent of language services to provide based on:

- The number or proportion of LEP individuals served or encountered in the eligible service population.
- The frequency with which LEP individuals come into contact with the program.
- The nature and importance of the program, activity or service provided by the recipient.
- The resources available to the recipient and the costs.

C. The State-level Equal Opportunity Officer is responsible for developing and maintaining the LEP Policy and ESD Language Access Plan. The State-level Equal Opportunity Officer will form an LEP Committee to review and update the policy and plan every two years.